



Crisis Intervention Specialist

Job Code: 0094

Originated: 07/02

Revised: 08/06

HR Ordinance Status: Classified

Salary Grade: 1404

EEO Code: 21

FLSA: Non Exempt

Supervisory: No

[General Workforce](#)

CLASS SUMMARY

Provides professional level crisis intervention, evaluation/ assessment, and information and referral services for the Police Department.

DISTINGUISHING CHARACTERISTICS

This is a stand-alone job classification and is not supervisory.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Responds, in person and by telephone, to police officer requests for psychological, sociological and victimization services. Performs intervention and assessment services in areas such as, domestic violence, sexual assault, mental health emergencies, child maltreatment and runaways.
- Works in a variety of stressful and emotional situations on a 24-hour basis. Assists in relocating victims of domestic violence or other life altering situations.
- Responds to private citizens, schools and social service agencies requests for assistance. Refers and occasionally provides transportation to local treatment and other appropriate locations.
- Provides supportive guidance to other department staff members. Through teamwork and commitment provides the highest level of quality service.
- Maintains contact with civic groups, social service organizations and other professionals. Serves on community boards and performs school and community educational presentations.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

The criminal justice system, crisis intervention, Arizona mental health laws and the operation of a social service.

Traffic laws, ordinances and rules involved in motor vehicle operation.

Geography of the community.

Microsoft Windows Office products.

Ability to:

Listen and communicate and deal effectively with clients in crisis situations, co-workers, other professionals, civic groups and the general public and social services agencies.

Evaluate a wide range of human problems and supply appropriate information and referral service to resolve the problem and/or employ appropriate intervention techniques to resolve an immediate and critical situation.

Interview victims of sexual assault, molestation or other related crimes.

Assist in relocating victims of domestic violence or other life altering situations.

Make effective presentations to various groups.

Perform complex, confidential and sensitive assignments.

Proficiently perform computerized word processing, comprehension, summarizing and writing/editing.

Provide thoughtful and thorough analysis.

Handle multiple projects simultaneously and use good judgment in prioritizing work assignments.

Attend or conduct various meetings as needed.

Education and Experience:

A Bachelors' Degree in Social Work, Sociology, Psychology or closely related field, and a minimum of two years experience in the counseling or social work field.

Licensing and Other Requirements:

A valid driver's license with no major driving citations in the last 39 months is required for all driving positions.

Other pertinent licenses and/or certifications may be required of some positions depending on department/section assignment.

SUPERVISION RECEIVED AND EXERCISED

- Works under general supervision of the Police Crisis Intervention Supervisor in the Police Department and within standard operating procedures.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work in a variety of stressful and emotional situations on a 24-hour basis
- Occasionally provide transportation to local treatment and other appropriate locations.

Job Title: Crisis Intervention Specialist

Job Code: 0094

Page 3

- Moderate exposure to dust, grease, noise, inclement weather, temperature extremes and unpleasant but not hazardous odors.
- Most work is performed in a normal City office environment.
- Lift and carry materials and computer reports weighing up to 20 pounds. . Lift and assists infirmed individuals and children.
- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.
- Travel to/from various City locations.
- Operate a City vehicle and radio equipment when responding to situations.
- Carry and respond to pager and cell phone; provide on call service; respond on a 24-hour basis to emergency situations.
- Visual and muscular dexterity to operate equipment, computer and two-way radio.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.